

Electronic Claim Submission FAQs

	Question	Answer/Response
1	Is it required that I test prior to submitting files to production?	No, it is not required, but recommended.
2	I submitted a file, but have not received a 997?	Check that submission was successful and that a tracking number was issued. If tracking number has been issued, then either a 997 or TA1 response will be returned.
3	What is a TA1?	TA1 is an Interchange Acknowledgement that identifies problems in the ISA/IEA and GS/GE envelopes or header/trailers. Documentation on the TA1 transaction can be found in Appendix B, EDI Control Directory of any of the HIPAA X12 Standard Implementation Guides.
4	I haven't received my CSR yet?	The Claim Submission Response file will no longer be returned with the interchange system.
5	How am I supposed to know how my claims processed if a CSR is no longer sent?	<ul style="list-style-type: none"> • For Trading Partners: Send a batch 276 claim status request. • For Providers: Can logon and do a real time claim status request or call into AVRS. • Other Option for both Trading Partners and Providers: Wait for the production of the 835 and/or 277U files.
6	I received a 997, but when I select it for download a window opens, but goes away? I can't download my 997?	<ul style="list-style-type: none"> • Check that pop-up blocker is disabled. • Go to Tools > Internet Options > Security > Custom Level : Select "Enable" under the Downloads options and select OK. • Security Certificate – select "always accept".
7	How long does it take for my 270, 276 and 278 batch file to process before I will receive a response (271, 277, 278)?	30 minutes at a minimum.
8	How long should I wait before I check the status of my claims sent by batch?	30 minutes at a minimum.
9	How long will my batch downloads be available on the web?	271, 277, 278, 997, TA1 = 5 days 835, 835 PDF, 277U = 21 days
10	I am trying to download my response files using Provider Electronic Solutions, but its indicating there are no new files to download?	Once a file has been downloaded and a downloaded date has been set, the files will no longer get picked up by Provider Electronic Solutions. The user will have to logon to the web portal and download the desired files.
11	What is the difference between using a T usage indicator or a P usage indicator?	If a usage indicator of T is submitted in a batch file, only a compliance check will be done, returning a 997, but the batch file

		will not be sent forward for any further processing. If a usage indicator of P is submitted in a batch file, a compliance check will be done, returning a 997, and the batch file will be translated and forwarded for further processing.
12	Where can I find the latest Vendor Specifications Document?	The Vendor Specifications can be found on the Alabama Medicaid Website titled AL interChange Vendor Specifications v1.0. http://www.medicaid.alabama.gov/old_site/hipaa/vendornews.htm?tab=5
13	Where can I find the latest NPI Companion Guides?	http://www.medicaid.alabama.gov/billing/npi_companion_guides.aspx?tab=6
14	What version of Provider Electronic Solutions should I be using with the new system and my NPI?	Version 2.07 must be downloaded and installed to submit transactions to Alabama Medicaid after February 25, 2008. Version 2.07 may be downloaded from the Alabama Medicaid Secure Website, select AL Links. https://www.medicaid.alabamaservices.org/ALPortal/
15	What is a 835 designation and do I need to set this up?	This designation identifies who needs to receive the electronic 835 and 277U files. If a user receives 835 and 277U files directly from Alabama Medicaid, then a 835 designation must be established.
16	What type of files does Alabama Medicaid trade?	270 Eligibility Request / 271 Eligibility Response 276 Claim Status Request / 277 Claim Status Response 278 Prior Authorization Request / 278 Prior Authorization Response 837D Dental Claim 837P Professional (HCFA) Claim 837I Institutional (UB) Claim NCPDP Pharmacy Transactions (B1, B2, E1) 835 Remittance Advice LTC Admission Notifications / LT1 LTC Accepted or LT2 LTC Rejected
17	What is the tracking number and why do I need to retain this number?	The tracking number is extremely important in having the ability to trace a submitter's files through the system, including responses to a submission. Tracking numbers can be found in the filenames given to the input file and the output response, both will carry the same number throughout

		processing. The EMC Help Desk will ask for this number.
18	Can Alabama Medicaid accept files with multiple ISA/IEA records?	Interchange only allows one ISA/IEA combination per file. If a submitter sends multiple records, the pre-processor will reject the file and generate a TA1 response.
19	Can Alabama Medicaid accept zip files?	Yes, but the zip file must contain only one file for processing. Multiple files will not be accepted.
20	The filenames on the responses are different?	Output filename example: 43777_ 43651 _BAC90C0B_ 997 X12BATCH_0_ 000000000 .997 43651 – original tracking number assigned to the input file. 997 – the type of response. 000000000 – the submitter's trading partner id.
21	What are the changes for Provider Electronic Solutions software version 2.07?	An upgrade to accept the ten digit NPI number, interactive responses no longer allowed in PES (moved to web portal), Claims Submission Reports no longer allowed through Provider Electronic Solutions.
22	When do I need to use my Web User Name?	<ul style="list-style-type: none"> • For Trading Partners: The Web User Name will be used to access the secure website. • For Provider Electronic Software Users: The Web User Name should be entered in the Options setup under the Batch tab, in the Web Logon ID field.